

# dialogue

The Staff Newsletter of the Ministry of Community and Social Services

## In this issue:

The future is <i>Ki</i> /Why you should plan ahead when you photocopy/Cuttings on education/The learning never stops/Theftown report released/PLAIN LANGUAGE PLEASE	2
THEME PAGE: Preserving the family of CPRI	3
TECHNOLOGY TIPS: The Internet in the QPS/Who's who at Hepburn/PEOPLE AND PLACES/IN MEMORIAM: Harry Rickard/Changes to CECBA	4



Photo: Julia Nizynski

## Job search convenience for clients

**M**axine Peterkin, an income maintenance officer with our Family Benefits office at 770 Birchmount Road in Metro Toronto, checks out the menu on a recently-installed job bank kiosk. These free-standing computer screens have been set up by Human Resources Development Canada in the eight Family Benefits offices in Metro Toronto and provide a direct link-up, via modem, to local Canada Employment Centres (CECs). Social

assistance clients — and anyone with a social insurance number — can look up current employment and job listings, news bulletins and general Government of Canada information about topics such as the Canada Pension Plan, unemployment insurance, income tax and tax credits. The kiosks make it easier and more convenient for social assistance clients to look for work or determine their eligibility for other income sources.

## From the Throne Speech

**B**elow are some highlights from the Throne Speech at the opening of the legislature Sept. 27. The government plans to:

- require able-bodied welfare recipients (except single parents of young children) to perform community service or enrol in work/training programs;
- continue plans to adjust social assistance rates to an average of 10 per cent higher than the average of the other nine provinces, but not to reduce benefits for seniors, persons with disabilities and their families;
- implement tighter requirements for eligibility and curtail welfare for 16- and 17-year-olds, eventually phasing it out for that age group;
- promote and encourage volunteerism.

## How to keep viruses at bay

By Anne-Marie Steer

**O**ctober 16–22 is designated National Infection Control Week this year. Many facilities and other workplaces will be hosting events to raise awareness on infection control practices such as hand-washing, which helps to reduce or prevent the spread of infections on the job and at home.

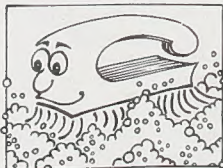
Infection control practices go beyond the workplace. In this decade, some diseases have become immune or resis-

tant to the antibiotics we use. As a result, controlling diseases and preventing infections from spreading is more crucial than ever, and doing so begins with simple measures everyone can take.

Put these tips into practice to help reduce infections and illness.

- 1) Hand-washing is the single most important procedure for preventing the spread of infection. Wash your hands frequently but especially:
  - a) before eating, drinking, or handling food;
  - b) after using the toilet; and
  - c) after blowing your nose or covering a cough or sneeze.
- 2) Keep your immunizations — and those of family members — up to date (e.g., tetanus, flu).
- 3) Take prescribed antibiotics exactly as instructed; **do not stop taking**

*continued on page 4*



## Remember the United Way

**T**he 1995 United Way campaigns have begun in most communities. The United Way continues to be the way to help the most, and ministry staff are encouraged to participate in fundraising events throughout October.

"Involvement in the United Way is more than support for charity — you are making an investment in your local communities," says Deputy Minister **Sandra Lang**. "It's critical in these rapidly-changing times that we duplicate our past success."

When your canvasser visits, remember that payroll deduction is available and a "painless" way to donate.

*Why not take photos of your United Way events and send them in to Dialogue? We'll publish as many as we can in coming issues. See page 4 for the address of the editor, photos will be returned.*

The CN Tower Stair Climb is a popular fundraising event for the United Way in Toronto. On Oct. 29, teams will take on the tower's 1,760 steps in return for pledges. ▶



## Take our kids to work

### Plan to take a kid to work

**J**ust a reminder: Take Our Kids to Work day is coming up on Wednesday, Nov. 8, and ministry staff are encouraged to actively participate.

This program has been expanded and is now province-wide. It's supported by the Province of Ontario, the federal government, school boards and a number of corporate sponsors as a learning experience for Grade 9

students. Workplaces big and small, public and private, are taking part.

If you have a Grade 9 student in your family, or know one, or would like to "host" a student in your workplace, you are encouraged to participate. For information, please contact **Irv Kirstein** in the MCSS Communications and Marketing Branch at 416-325-5196, or reach him on e-mail.

### Fraud hotline now available

The toll-free telephone number that can be used to report suspected cases of welfare fraud in Ontario was launched Oct. 2.

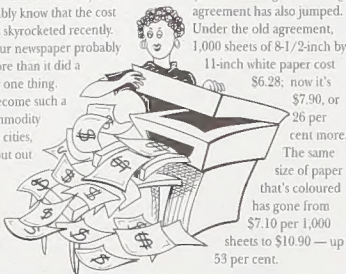
The number is part of the province's plan for centralizing the anti-fraud reporting system for social assistance. This initiative is being undertaken to ensure that social assistance is protected for people with genuine needs.

The number is **1-800-394-STOP (-7867)**.

## Why you should plan ahead before you photocopy

Next time you need to photocopy something, try to "think green" and save money too.

You probably know that the cost of paper has skyrocketed recently. A copy of your newspaper probably costs you more than it did a year ago, for one thing. Paper has become such a valuable commodity that in some cities, newspaper put out for the municipal recycling program is being stolen for re-sale.



The cost of the paper that Management Board Secretariat buys for us through a standing agreement has also jumped. Under the old agreement, 1,000 sheets of 8-1/2-inch by 11-inch white paper cost \$6.28; now it's \$7.90, or 26 per cent more. The same size of paper that's coloured has gone from \$7.10 per 1,000 sheets to \$10.90 — up 53 per cent.

### Here are some tips for reducing costs in your photocopy room:

- Carefully calculate the number of copies you really need. Don't make extras "just in case."
- Photocopy onto both sides of the paper (double-sided copying).
- Do all those people really need their own copy of this document? In some circumstances it might be possible to circulate one copy to a small list of readers. Staple a list of the names of the people who should read the document, and ask them to pass it along to the next person on the list after reading it.
- If you can, use 8-1/2-inch by 11-inch paper rather than 8-1/2 by 14-inch paper — the smaller sheet is cheaper.
- Use coloured paper only when you really need to; for a document that has several pages, make the first sheet only from coloured paper.

## The future is Rs: Waste Reduction Week is Nov. 6-12

Among the many special weeks celebrated throughout the year, Waste Reduction Week (Nov. 6-12) is important because it addresses an issue that involves all of us every day.

At home, at work, at school, we produce vast quantities of garbage. But it need not be so.

More and more people are coming to understand the environmental problems associated with waste, such as landfills, pollution, and the consumption of resources and energy. Together with friends, families, neighbours and colleagues, they are incorporating the Three Rs — Reduce, Reuse and Recycle — in their daily lives.

Waste Reduction Week is an annual, province-wide event that has been sponsored by the Recycling Council of Ontario (RCO) for more than a decade. The goal of Waste Reduction Week is to encourage municipalities, citizens, businesses and industries to intensify their waste reduction efforts.

The WRW theme days are back. This year, why not plan to participate in each day's themes in your daily

activities? The days and their themes are: Monday, Nov. 6, Reduction Day; Tuesday, Composting Day; Wednesday, Zero Garbage Day; Thursday, Conservation Day; Friday, Exchange or Reuse Day; Saturday, Community Clean-up Day.

For more information, call Catherine Crucil or Ursula Murphy at the Recycling Council of Ontario at 416-960-1025.

### Thistletown report released

The independent report on the future of Thistletown Regional Centre by Robert Couchman, called *Recasting the Vision*, was released Sept. 14. Staff may obtain a copy of the report by calling MCSS Customer Service at 416-325-5666. Copies are also available from Publications Ontario for \$2.

## Outings an education

By Liz McCart, Co-ordinator of Special Events, SRC



A visit to a provincial park by SRC residents included a close-up look at an old lighthouse.

Community outings have always been a source of fun and enjoyment for the residents of Southwestern Regional Centre, but now, with so many people preparing for community placement, outings have also taken on an educational component.

With the support of local service clubs and the dedication of SRC staff, residents have gone on an unprecedented number of outings in the community. In an eight-month period, through the special events program alone, residents chose from a selection of 54 outings.

These trips, combined with

individual residential area initiatives, make for a very active social life and an abundance of new experiences.

Residents have enjoyed some enlightening events, such as tours of the area fire station and local Ontario Provincial Police station, the Chrysler assembly plant in Windsor and the Windsor Star newspaper.

Social skills were broadened by trips to water parks, circuses, fairs and mini-golf courses. At restaurants and coffee-shops, residents tried new foods and learned how to order from a menu.

Through these experiences, we hope the transition to the community will be just a little easier, with some happy memories and smiles.



SRC resident David Bromley takes a rest from paddling while kinesiology co-op student Jody Strik, front, and music therapy intern Kim Wilson take over. The kinesiology department's PADDLE program (Providing Adults with Developmental Disabilities Life Enrichment) combines recreation and therapy. Participants learn how to canoe, and when they finish training they go out to canoe at Randeau Park on Lake Erie.

## The learning never stops

By the Equal Opportunity Unit

Fall is here and the trees have been changing colour and shedding their old leaves. MCSS is also engaged in a new cycle of change and transformation, including the ministry's Equal Opportunity Unit (formerly the Employment Equity Office).

Currently, the unit's trainers are developing new training sessions in light of the government's new directions. In keeping with the principles of fairness, zero tolerance of discrimination in the workplace, adherence to the merit principle, employment accommodation and the removal of systemic barriers, the trainers have designed, developed and are delivering sessions on the following topics:

- Preventing discrimination in the workplace
  - Employment Accommodation Is For Everyone
  - Communicating in a diverse environment
  - Disability - Changing how we deal with difference
  - Barrier-free recruitment and selection process
  - Preventing discrimination - An integrated approach for managers
- We look forward to an exciting new season of continued learning and

understanding throughout the ministry. For more information on the sessions being offered, please contact Elisa Jodice of the Equal Opportunity Unit in Toronto at 416-327-4816.

### PLAIN LANGUAGE PLEASE

Here's another list of simple, everyday words to use instead of less familiar or multi-syllable words.

Instead of:	Use:
formulate	work out, form
in lieu of	instead of
locality	place, locale
optimum	best, greatest, most
strategize	plan
utilize	use

Photos by Doug Sutherland, CPRI

## Preserving the integrity of the family

By Dennis Mulligan, Acting Head of Children's Services, CPRI

**C**hild and Parent Resource Institute (CPRI), located in London, provides a variety of specialized services to children who usually have received some assistance in their local community and require more specialized services.

Diagnostic, assessment and short-term treatment services are available for children who are developmentally challenged and are medically fragile with genetic/metabolic disorders, or those who are developmentally challenged and have serious behaviour difficulties, and those who have complex disturbances. These children and their families live in the 17 counties of southwestern Ontario.

In recent years, a philosophy known as family preservation (or the family-focused approach) has gained respect across North America. Efforts



Outreach workers such as Dennis Nowakowski spend their time travelling to visit with clients in the client's community. This can involve visiting just about any community in the 17 counties of southwestern Ontario (see map).

are directed to helping families stay together by considering their strengths and needs, and providing them with co-ordination, prevention and intensive services that demonstrate family preservation.

The preservation of the family has been a major goal of CPRI for some time and a few years ago this was reflected in a name change—from the Children's Psychiatric Research Institute to Child and Parent Resource Institute. A change of name, however, does not achieve family preservation. A large organization such as CPRI provides a great variety of services.

For some time the administration and staff have been concerned about

*continued on page 4*

## Intensive Intervention Team

By Dr. Dieter Blindert

**I**n the past, the only treatment option for children and adolescents with developmental challenges and extreme behavioural problems was admission to residential placement. At CPRI, a special crisis team was formed and provided treatment to children for nine months.

Even though treatment results were positive in the majority of cases, discharge and transfer back into the community was not as successful. Some clients remained in residential

services for period of up to four years.

In order to maintain as many children as possible in their own community, CPRI created the Intensive Intervention Team (IIT) which provides treatment directly in the child's home and classroom settings. In this way, discharge and transfer procedures are avoided.

In spite of the extreme needs of the children, initial results are positive. Productive treatment strategies are determined; caregivers (home and school) are trained and treatment responsibilities are transferred to the community. By doing so, institutionalization is not an issue. Family preservation is assured and treatment is set up for the conditions that exist for the client in the community.

Three therapists provide up to 120 hours per week of IIT services. The objectives for a typical six-month period are: assessment and functional analysis; treatment determination; treatment application (demonstration of treatment effectiveness); and training key people (parents, caregivers, teachers) in treatment delivery for the child.

Once treatment responsibilities have been transferred to caregivers, IIT provides feedback and consultation for a six-month period.



CPRI staff who work with children and families in the community receive strong clinical supervision. Dr. Cheryl Hartridge and Dr. Dieter Blindert provide much of this support.

## Dual diagnosis and family preservation

By Dr. Cheryl Hartridge

**T**he Phoenix Program of CPRI offers "out of home" treatment but is seriously committed to family preservation. This program provides residential service to adolescents with a dual diagnosis (this is a combination of a developmental challenge and a severe psychiatric or behavioural disorder).

Families who refer their children to Phoenix are usually in crisis and either have exhausted or been unable to effectively obtain community supports. Unfortunately, the demand for residential services exceeds availability and there is a waiting list for the Phoenix program.

Families are at greater risk of dissolution when they are forced to cope unaided with a difficult situation for a lengthy period of time. In the interests of family support and preservation, the Phoenix program offers community-based assessment, treatment, education and support services to clients and families who are awaiting residential treatment. The community outreach services, known as ACCESS (Adolescent Community Consultation Education Support Service) has been in



Eric Puruonen is a worker with ACCESS—Adolescent, Community Consultation Education and Support Service). Here, he is planning with a teenaged client.

operation since the autumn of 1993.

A preliminary program evaluation shows that not only did this service help families persevere through a lengthy waiting period, but in 15 per cent of cases, ACCESS actually prevented residential admission.

At CPRI, clinical therapies are available to both the child and family. Shown is Claire Wallace-Piccin, MSW, working with a youngster.

## Behaviour clinic outreach for young children

By Dr. Dieter Blindert

**C**PRI has always recognized that early intervention is important to reduce the severity of problems at a later age. The Behaviour Clinic Outreach Program has developed a special non-invasive treatment approach for children aged two to four who have developmental delays and who behave inappropriately.

One full-time staff member makes weekly visits to 14 children in their home setting to work on lessening inappropriate attention-seeking or avoidance behaviours such as aggression, self-injury or vocal noise. This may include working with the

parents, the babysitter or the staff of the child care program in which the child is involved. This program would generally last for six months, with consultation afterwards.

Positive results of this program include:

- the child is treated in his/her own community;
- the child acquires appropriate performance;
- in most cases the inappropriate behaviours decrease;
- the need for future treatment may be reduced;
- residential treatment may be avoided.

## People and Places

Debbie Moretta has been named manager of program analysis and support in the Child Care Branch.

Trish Baynham is currently on a two-year secondment from the branch's program policy unit and has gone to George Brown College; the tasks for her position are now being handled by Debbie and by Bryan Stanish in the planning and funding policy unit.

Russ Stuart has returned to his home position with the Metro Toronto government after setting up the automation strategy with the Automating Social Assistance Project (ASAP) project. The new project lead Janet Faas, from Transportation and the Attorney General ministries.

Ian Mitchell has retired from the Central Services Unit, where he worked with Rich Partridge on Crown ward review. He was with the OPS for more than 20 years, most of that with MCSS. Previously he was manager of finance and administrator for Management Support Branch and at one time was the administrator of Thistleton Regional Centre.

Don Hamelin plans to take Factor 80 and retire as of Nov. 30 from the Windsor Area Office,

where he is program supervisor of income maintenance. Don started out in 1967 as a welfare field worker, and later became supervisor. He has been with the Windsor

office all his career, except for a brief stint in 1986-87 when he was the acting social services administrator for Kent County. In his next career, Don will join his wife Rita, a teacher in the education field — he is going to be a school bus driver, so they can both have the summer off for plenty of boating and travelling.

There are no staff or offices remaining on the 6th floor of 880 Bay Street in Toronto; all staff there have relocated to 2 Bloor Street West. Financial and Administrative Services Branch and the Better Business Practices Unit are on the 11th floor; Federal/Provincial Cost Sharing is on the 10th floor, as is

Purchasing. Telephone and fax numbers remain the same.

Staff who used to service Orillia clients of Family Benefits, Probation Services and Vocational Rehabilitation Services at 80 Colborne St. W. have moved to a new location: Huronia Regional Centre, Cottage "C", 2nd floor.

The mailing address is PO Box 98, Orillia L3V 6H9 (Memorial Avenue). Telephone is 705-325-7408; fax is 705-325-0443; TDD is 705-325-6982.



Ian Mitchell



Don Hamelin

## Who's who at Hepburn

Staff in the office of Minister David S. Tsubouchi are as follows:

Executive assistant: Andrew Sim  
Office manager: Valerie Oldfield  
Executive secretary: Jane Reid  
Scheduling: Tina Mora  
Policy assistant: Barry O'Brien  
Communications assistant: Catherine Melville  
Correspondence: Janet Biel  
MPP liaison: Paul Burns  
Legislative assistant: Troy Ross  
Special assistant, constituency liaison: Kerry Bristow  
General assistant, constituency: Alan Liang  
General assistant, research: Brett Bell  
Reception: Nicole Lacaille

Staff in the office of Parliamentary Assistant Janet Ecker are:

Executive assistant: Jo-Anne Farquhar  
Special assistant: Lillian Locke  
Legislative assistant: Andrew Juby

## Preserving the integrity...

cont. from page 3

those children and youth who had to wait several months for a residential treatment bed. In 1994 several residential care staff were assigned to go to these children's homes and schools and meet with their parents, guardians and teachers. Through mediation and co-ordination of services, education of caregivers and offering whatever other assistance they could, these staff assist the child and family to address these concerns.

At CPRI these staff are called outreach or access workers. A more intensive approach still is that provided by the Intensive Intervention Team (IIT) staff. The efforts of the OUTREACH/ACCESS and IIT staff have been successful in helping families avoid the need to admit some young people — or, if this has not been possible, their continued availability has enabled the residential stay to be shortened in many cases.

As you can imagine, this approach is also a highly cost-effective method of providing service, compared to the cost of using a residential treatment bed.



## TECHNOLOGY TIPS

FROM INFORMATION SYSTEMS BRANCH

## The Internet in the OPS

The provincial government has a Gopher server site on the Internet and has recently established a World Wide Web server site. Gopher is a database of text-only information and is used as a reference point to help find information elsewhere; Web sites provide pictures, sound and words and are often used to advertise products and services.

Gopher server sites are already set up at the Office of the Premier and the ministries of Economic Development, Trade and Tourism; Education and Training; Environment and Energy, Finance; and Labour. The

Ministry of Finance has a World Wide Web server site and the Office of the Premier has one under construction.

In addition, the Workers' Compensation Board has a Gopher server site and the Ontario Science Centre has a World Wide Web server site.

Most ministries grant Internet accounts only to staff who require them for business reasons. Access is through Management Board Secretariat's Computer and Telecommunications Services' (CITS) govconca 2 and govconca 3 (government of Ontario canada) computers.

For more information, please contact Gary McCombs at Information Systems Branch, 416-730-6569.

Next: Ministry Internet policies.

In our ministry, the Communications and Marketing Branch (CMB) is researching a possible MCSS World Wide Web site. If you would like to make suggestions on what would be included in an MCSS "home page", please contact Robert Miller of CMB at 416-325-5159, or e-mail MILLER\_R.

## Changes to CECBA

Legislation to reform labour law, including amendments to the Crown Employees Collective Bargaining Act (CECBA), is under way. CECBA governs labour relations in the OPS and Crown agencies. Under the

amendments, employees would retain the right to strike; the Crown would be exempted for the application of successor rights; and grievances about classification would be resolved at the bargaining table instead of through arbitration. For details, see the October issue of *topical*.

## In Memoriam: Harry Rickard

Harry Rickard, who recently retired from General Services at 2 Bloor St. West in Toronto, passed away Sept. 11.

Harry was a machine operator in reproduction services. He had been with the OPS for 10 years and worked briefly for the Ministry of the Attorney General before coming to MCSS.

Harry was well-known for the high quality of his work. He was an avid model train buff and at one time had an entire room at his home devoted solely to his hobby. Memorial donations were given to the kidney foundation.

## How to keep... cont. from page 1

them without checking with your physician.

- 4) Antibiotics have no effect on illnesses caused by viruses, such as colds. Don't insist on them when they won't help.
- 5) Don't share personal items, such as razor blades, tooth brushes, combs, and hairbrushes, and don't eat or drink from others' plates or glasses.
- 6) When there are symptoms of an infection, such as diarrhea, vomiting and/or fever, don't send your child to day care or school.

Anne-Marie Steer is an occupational health advisor with the Occupational Health and Safety Section, MCSS.

(Editor's note: Some of the information was provided by the Association for Professionals in Infection Control and Epidemiology.)

## dialogue

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